

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Saramento, CA 95814



November 30, 1987

ALL- COUNTY INFORMATION NOTICE I-108-87

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: FOOD STAMP CORRECTIVE ACTION PLAN

Attached for your information is a copy of California's Food Stamp Corrective Action Plan based on quality control (QC) review findings for the period October 1986 through March 1987. This Plan was provided to the Food and Nutrition Service as required by Federal regulations.

The results of the Federal QC sample review indicate that the Statewide nonregressed dollar error rate for the October 1986 - March 1987 period is 8.4 percent. This is an increase from the previous period's finding of 7.8 percent and places California well above the Federal performance standard of 5.0 percent.

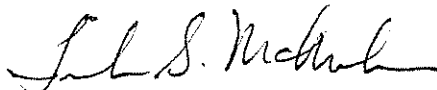
The five highest error elements account for over 70 percent of the dollars in error, with Wages and Salaries alone making up nearly 30 percent of the total. Agency caused errors have decreased to 52 percent of the total case errors. This is the fourth consecutive period in which the downward shift in proportion of agency caused errors has continued. A breakdown of agency/client case and payment error rate trends is presented in Chart 8. The Case Error Rates Chart reveals that the percentage of agency caused case errors has declined while the percentage of client caused case errors has risen. The Payment Error Rates Chart reveals that the percentage of agency caused dollar errors has tended to stabilize while the percentage of client caused dollar errors has risen.

State expanded sample findings for the current period show that eight Counties report an increase in the error rate from the previous period and five report a decrease. Three Counties report a payment error rate below 5.0 percent, the Federal performance standard.

The implementation of Food Stamp QC, Statewide Corrective Action S-21-QC, effective with the October 1987 review month, will provide Counties with more timely and more definitive information with which to identify problems and develop corrective actions. We are hopeful that this new process will result in more effective error prevention and reduction efforts at the local level.

The State reported negative error rate for Federal Fiscal Year 1986 was 5.96 percent. This figure was adjusted to 12.68 percent based on Federal re-review findings for that period. The two new Statewide corrective actions incorporated in this plan are directed at reducing negative case errors.

Thank you for your continued efforts. Please direct your questions or comments about the Plan to Ms. Leslie Frye, Acting Chief, Corrective Action Bureau, or your staff may contact your Corrective Action Consultant at (916) 445-4458.

A handwritten signature in cursive script, appearing to read "Linda S. McMahon".

LINDA S. McMAHON
Director

Attachment

cc: CWDA

FOOD STAMP PROGRAM CORRECTIVE ACTION PLAN

OCTOBER 1986 - SEPTEMBER 1987

STATE OF CALIFORNIA
DEPARTMENT OF SOCIAL SERVICES



NOVEMBER 1987

FOOD STAMP PROGRAM
CORRECTIVE ACTION PLAN
OCTOBER 1986 - SEPTEMBER 1987

STATE OF CALIFORNIA
DEPARTMENT OF SOCIAL SERVICES

NOVEMBER 1987

TABLE OF CONTENTS

INTRODUCTION	ii
SUMMARY	iii
PART I. ERROR RATE DATA	1
PART II. PLANNED CORRECTIVE ACTIONS	16
PART III. STATUS OF PRIOR CORRECTIVE ACTIONS	20
PART IV. OTHER CORRECTIVE ACTION ACTIVITIES	25

INTRODUCTION

In accordance with 7 Code of Federal Regulations (CFR) 275.17, this document provides to the Food and Nutrition Service California's Corrective Action Plan for reducing errors in the administration of the Food Stamp Program. This Plan focuses on State level activity, although some specific County activities are also discussed.

The error data used in the development of this Plan are from: (1) the April - September 1986 and October 1986 - March 1987 Federal Quality Control (QC) sample findings, and (2) the October 1986 - March 1987 California State expanded QC sample findings.

As specified in 7 CFR 275.17, this Plan contains sections on Error Rate Data, Planned Corrective Actions and Status of Prior Corrective Actions. Also included are an introductory section entitled Summary and a section on Other Corrective Action Activities.

SUMMARY

- o The statewide payment error rate for the October 1986 - March 1987 review period is 8.4 percent.
- o The agency/client caused case error ratio for the October 1986 - March 1987 review period is 52 percent/48 percent.
- o The five highest error elements from the Federal sample for the October 1986 - March 1987 review period are:
 - Wages and Salaries (311)
 - Shelter Deduction (363)
 - Living Arrangement and Household Composition (150)
 - Combined Gross Income (371)
 - Unemployment Compensation (334)
- o During the two most recent review periods, the agency case error rate has dropped substantially from 10.5 to 8.0 percent.
- o Two new planned corrective actions directed at reducing the State's negative case error rate are detailed in this Plan.

PART I.

ERROR RATE DATA

This part of the Plan is in two sections. The first section presents an analysis of the Federal QC sample and the related statistical data while the second section presents the same information for the State expanded QC sample.

A. ANALYSIS OF FEDERAL QC SAMPLE

Analysis of Active Case Errors

The State payment error rate for ineligibles and overissuances for the October 1986 - March 1987 review period is 8.4 percent. This is an increase from the previous period's finding of 7.8 percent. See Charts 1, 2, 3 and 4 for payment error rate trends and error concentrations for ineligibles and overissuances.

The current five highest error elements are:

1. Wages and Salaries (311)
2. Shelter Deduction (363)
3. Living Arrangement and Household Composition (150)
4. Combined Gross Income (371)
5. Unemployment Compensation (334)

Combining these five error elements reveals that almost 72 percent of all misspent dollars for the period can be attributed to them. The error element PA or GA Benefits, no longer in the top five, has dropped to sixth place, while Combined Gross Income has risen from seventh place to fourth place. See Charts 5 and 6 for a comparison of error rate trends for the five highest error elements and percent of dollars in error by error element.

Although their respective contribution to the percent of total misspent dollars has shifted somewhat since the previous period, the top three elements were also among the top five during that period. In combination these three elements account for more than 57 percent of all error dollars. Review of these three major error elements reveals the following performance:

- o The Wages and Salaries payment error rate increased to 2.83 percent for the prior period and decreased to 2.48 percent for the present period. It remains as the highest error element. The Income Eligibility Verification System (IEVS), currently being implemented, is aimed specifically at this type of error.
- o The Shelter Deduction payment error rate decreased to .49 percent for the prior period and increased to 1.20 percent for the present period. This was an increase sufficient to raise it from the fourth highest to the second highest error element. Corrective Action S-26-QC, Agency Failure to Take Action, is aimed at reducing this type of error.

- o The Living Arrangement and Household Composition payment error rate decreased to .58 percent for the prior period and increased to 1.16 for the present period. It remains as the third highest error element. This error element is usually evenly split between agency and client error. Corrective Action S-26-QC, Agency Failure to Take Action, is aimed at reduction of the agency portion of this category of error.

In the current review period, agency caused errors have decreased to 52 percent of the total case error rate, with a corresponding increase in client caused errors to 48 percent of the total. This is the fourth consecutive period in which the downward shift in proportion of agency caused errors has continued. A second significant shift is that Failure to Act on Reported Information accounts for 63 percent of all agency errors, an increase of 15 percentage points. See Chart 7 for a comparison of agency/client case error and cause distribution. See Chart 8 for a graphic display of the agency/client case and payment error rate trends during the four most recent review periods.

The State payment error rate for underissuances is 2.6 percent. This is the third consecutive period in which a decrease has been registered for underissuances payment and case error rates. See Chart 2 for a comparison of underissuance payment and case error rates for the four most recent review periods. See Chart 9 for error concentrations for underissuances.

Analysis of Negative Case Errors

The State reported negative error rate for Federal Fiscal Year (FFY) 1986 was 5.96 percent. This figure was adjusted to 12.68 percent based on Federal re-review findings for that period. State reported findings for the first six months of FFY 1987 show a negative error rate of 5.57 percent. FFY 1987 figures have not as yet been adjusted. See Chart 2 for negative error rate information. The State reported negative error rate figures for FFYs 1986 and 1987 are higher than those shown on Chart 2 for FFYs 1985, 1984 and 1983. Original findings were not adjusted for those years.

Based on analysis of State reported findings for the eighteen month period October 1985 through March 1987, the following negative action error trends were identified:

- o There were 15 cases with joint Public Assistance/Food Stamps (PA/FS) Processing errors, i.e., terminating Food Stamps at the same time as AFDC is terminated without evidence of a valid reason for terminating Food Stamps.
- o There were 12 cases incorrectly denied or terminated on the basis that the applicant or client did not qualify as a separate household. Not having separate household status in and of itself is not a valid reason for denial or termination.

- o There were 10 cases incorrectly denied or terminated for failure to comply with County general relief requirements which is not a valid reason to terminate or deny Food Stamps.
- o There were nine cases incorrectly denied after the applicant missed the first scheduled interview without evidence of the County attempting to schedule a second interview as required by regulations.
- o There were six cases incorrectly denied or terminated without providing adequate and/or timely notice of adverse action.
- o There were five cases incorrectly denied prior to allowing the 30 day application processing period to expire when the applicant had not provided all necessary information.

Analysis of Federal re-review findings for FFY 1986 identified three error trends. Those error trends were also identified in the State original findings. They were as follows:

- o There were nine cases incorrectly denied prior to allowing the 30 day application processing period to expire when the applicant had not provided all necessary information.
- o There were three cases incorrectly denied after the applicant missed the first scheduled interview without evidence of the County attempting to schedule a second interview as required by regulations.
- o There were three cases incorrectly denied or terminated for failure to comply with County general relief requirements.

Contributing to negative action error rate is the lack of adequate documentation in the case record describing the basis for denial or termination. If the QC reviewer cannot determine the basis for County action and the action appears incorrect based on State Food Stamp regulations, an error will be cited.

CHART 1

FOOD STAMP PAYMENT ERROR RATE TRENDS FOR INELIGIBLES AND OVERISSUANCES

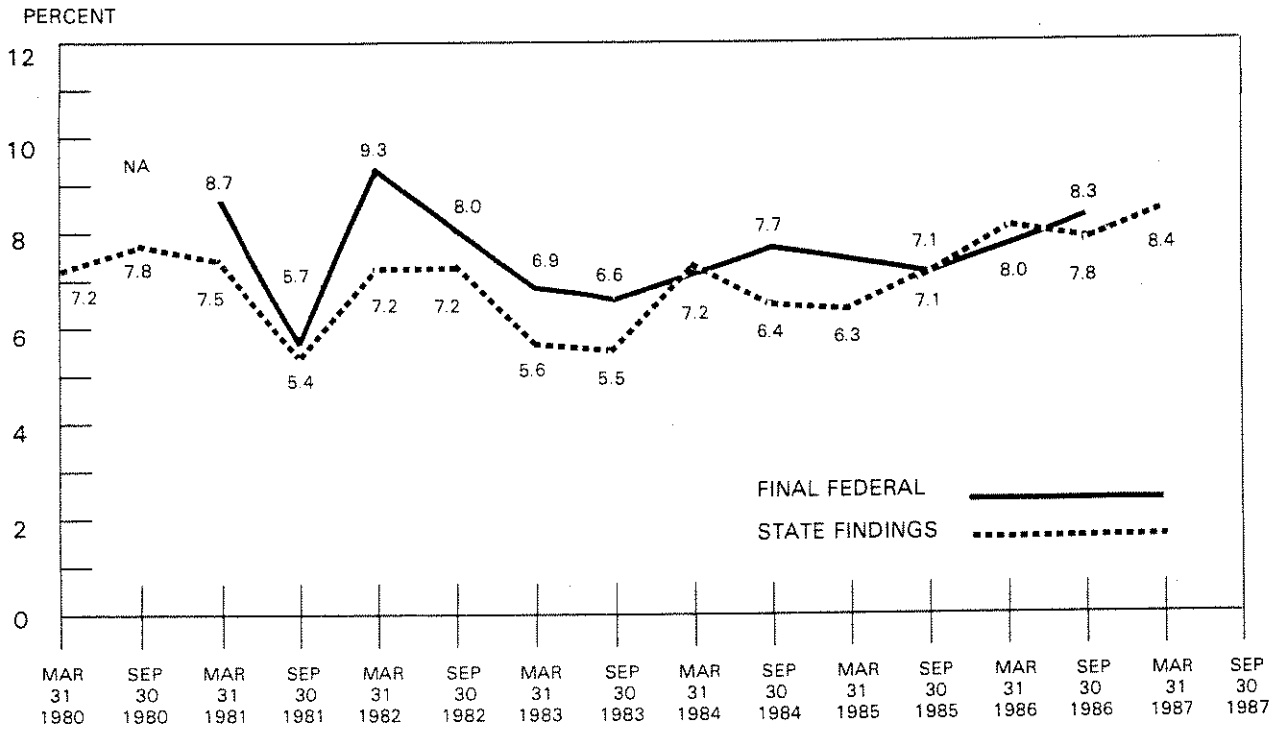


CHART 2

FOOD STAMP PAYMENT AND CASE ERROR RATES ORIGINAL STATE FINDINGS

<u>Period</u>	<u>Combined Ineligibles and Overissuances</u>		<u>Underissuances</u>	
	<u>Payment Error</u>	<u>Case Error</u>	<u>Payment Error</u>	<u>Case Error</u>
April - September 1985	7.1%	13.7%	3.4%	9.6%
October 1985 - March 1986	8.0	15.5	3.3	9.1
April - September 1986	7.8	14.6	3.2	8.4
October 1986 - March 1987	8.4	15.4	2.6	8.8

FOOD STAMP NEGATIVE ERROR RATE

<u>Period*</u>	<u>Original State Findings</u>	<u>Federally Adjusted Findings</u>
October 1982 - September 1983	3.87%	N/A
October 1983 - September 1984	2.54	N/A
October 1984 - September 1985	4.43	N/A
October 1985 - September 1986	5.96	12.68%
October 1986 - March 1987	5.57	N/A

* Federal fiscal year except for latest review period.

CHART 3

FOOD STAMP ERROR CONCENTRATIONS FOR INELIGIBLES AND OVERISSUANCES APRIL - SEPTEMBER 1986

<u>Error Element</u>	<u>Percent of Total Misspent Dollars</u>	<u>Payment Error Rate</u>	<u>Projected Annual Cost</u>
1. Wages and Salaries (311)	36.19%	2.83%	\$15,216,313
2. PA or GA Benefits (344)	12.90	1.01	5,423,742
3. Living Arrangement and Household Composition (150)	7.43	.58	3,122,115
4. Shelter Deduction (363)	6.30	.49	2,647,937
5. Unemployment Compensation (334)	4.70	.37	1,976,628
6. RSDI Benefits (331)	4.11	.32	1,726,220
7. Combined Gross Income (371)	2.80	.22	1,177,453
8. Standard Utility Allowance (364)	2.70	.21	1,134,830
9. Social Security Number (120)	2.43	.19	1,022,945
10. Vehicles (222)	2.30	.18	964,339
11. Veterans Benefits (332)	2.10	.16	884,422
12. Bank Accounts or Cash (211)	2.00	.16	841,799
13. Other Government Benefits (336)	2.00	.16	841,799
14. Worker's Compensation (335)	1.90	.15	799,176
15. Educational Grants/ Scholarships/Loans (345)	1.70	.13	713,931
16. Deemed Income (343)	1.50	.12	628,685
17. Arithmetic Computation (520)	1.10	.09	463,522
18. Monthly Reporting (560)	1.10	.09	463,522
19. SSI (333)	1.00	.08	420,899
20. Age and School Attendance (110)	.82	.06	346,310
21. Contributions/Income In-Kind (342)	.80	.06	335,654
22. Self-Employment (312)	.70	.05	293,031
23. Citizenship and Alienage (130)	.62	.05	261,064
24. Other Unearned Income (346)	.60	.05	250,409
25. Child or Dependent Care (323)	.20	.02	85,245
	100.00%	7.83%	\$42,041,990

CHART 4

FOOD STAMP
ERROR CONCENTRATIONS FOR INELIGIBLES AND OVERISSUANCES
OCTOBER 1986 - MARCH 1987

<u>Error Element</u>	<u>Percent of Total Misspent Dollars</u>	<u>Payment Error Rate</u>	<u>Projected Annual Cost</u>
1. Wages and Salaries (311)	29.42%	2.48%	\$13,312,193
2. Shelter Deduction (363)	14.20	1.20	6,424,129
3. Living Arrangement and Household Composition (150)	13.77	1.16	6,233,097
4. Combined Gross Income (371)	8.64	.73	3,907,967
5. Unemployment Compensation (334)	5.75	.48	2,603,492
6. PA or GA Benefits (344)	5.46	.46	2,472,498
7. Other Unearned Income (346)	5.34	.45	2,417,918
8. Educational Grants/ Scholarships/Loans (345)	4.19	.35	1,893,945
9. Arithmetic Computation (520)	2.83	.24	1,282,643
10. Standard Utility Allowance (364)	2.46	.21	1,113,443
11. Social Security Number (170)	2.30	.19	1,042,488
12. Vehicles (222)	1.81	.15	818,708
13. RSDI Benefits (331)	1.53	.13	693,173
14. Worker's Compensation (335)	1.03	.09	463,935
15. Child or Dependent Care (323)	.86	.07	387,522
16. Self-Employment (312)	.25	.02	114,619
17. Citizenship and Alienage (130)	.16	.01	70,955
	100.00%	8.42%	\$45,252,725

CHART 5

FOOD STAMP PAYMENT ERROR RATE TRENDS FOR INELIGIBLES AND OVERISSUANCES CURRENT FIVE HIGHEST ERROR ELEMENTS

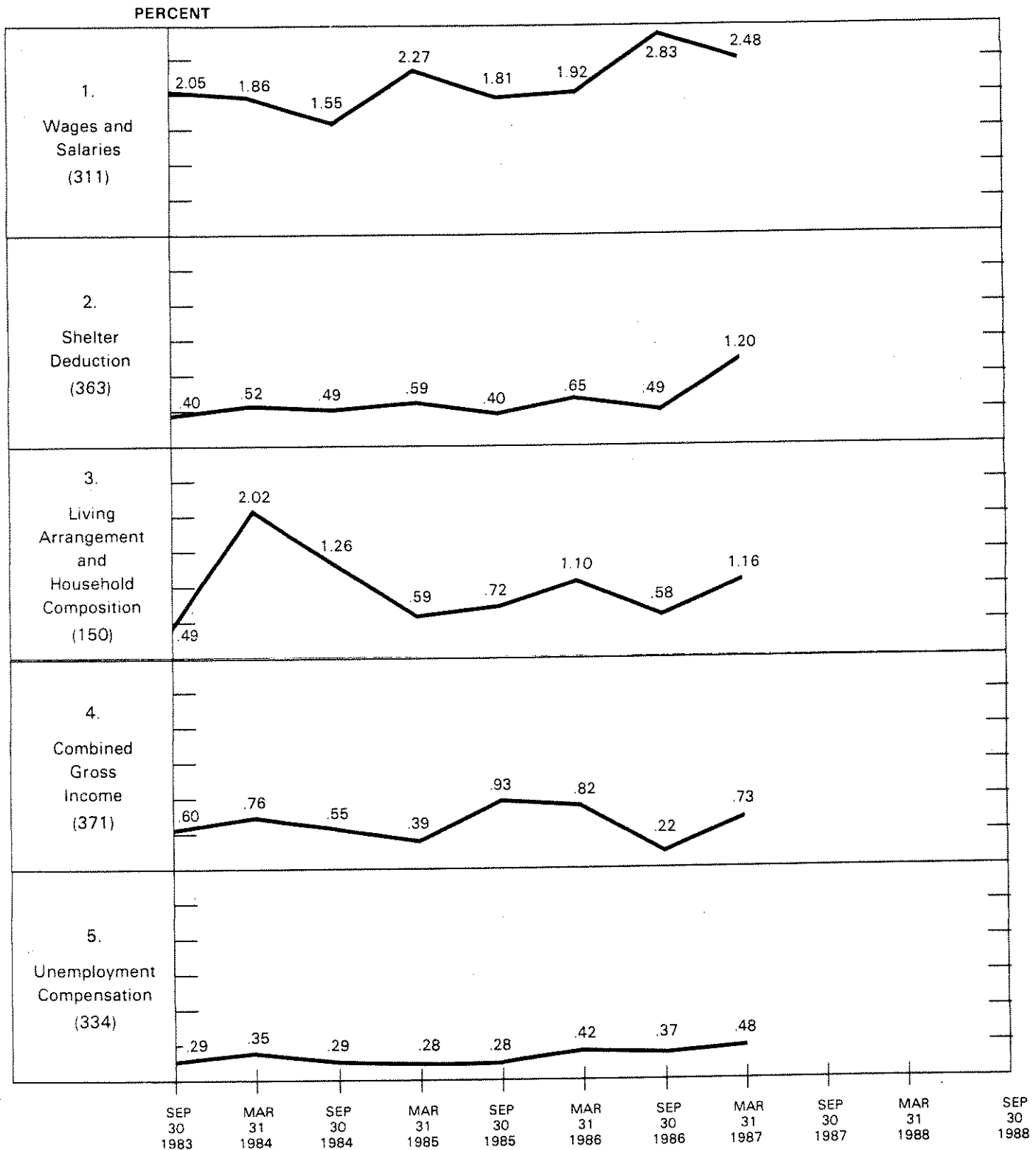


CHART 6

FOOD STAMP PERCENT OF DOLLARS IN ERROR FOR INELIGIBLES AND OVERISSUANCES OCTOBER 1986 — MARCH 1987

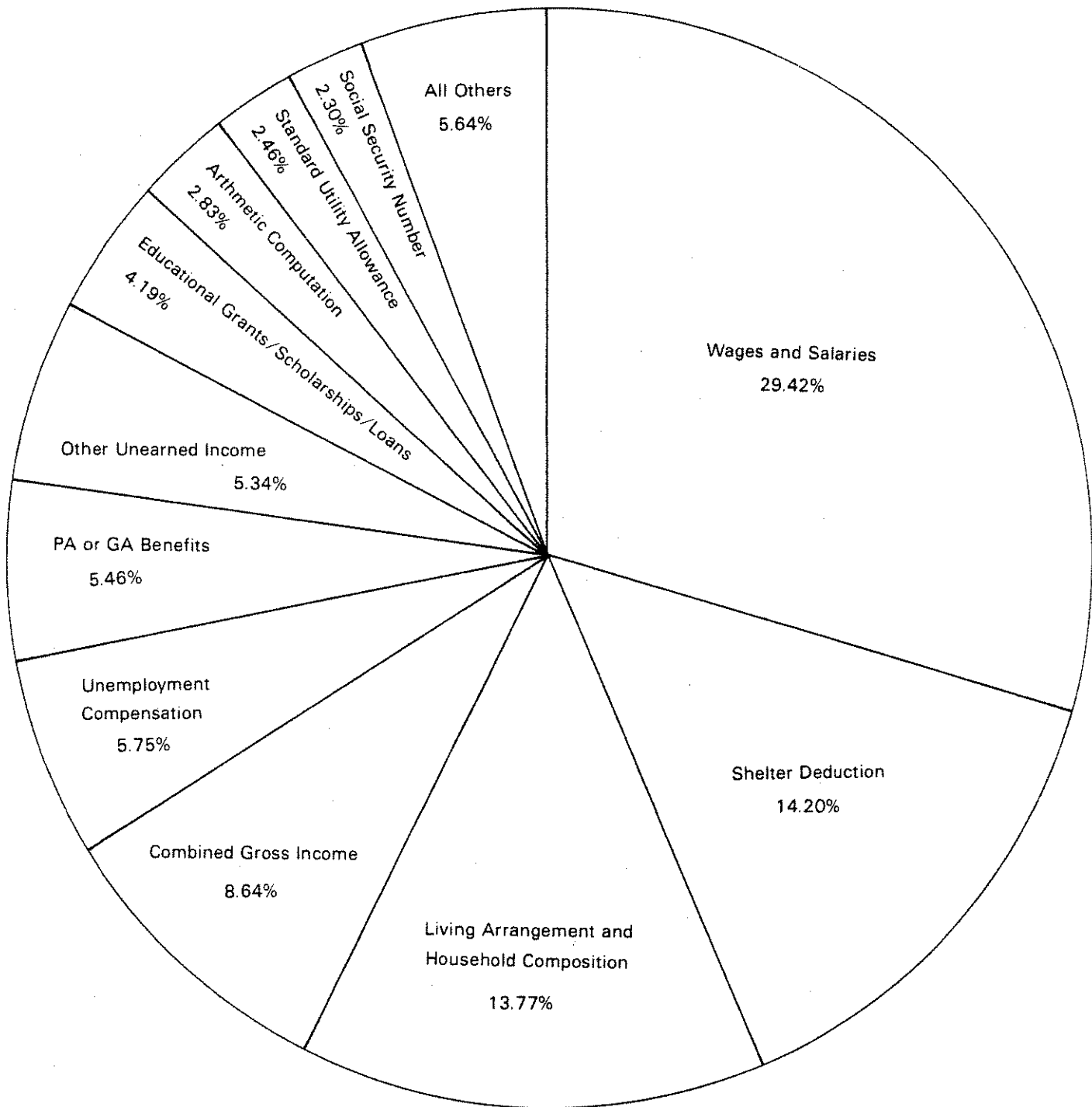


CHART 7

FOOD STAMP AGENCY/CLIENT CASE ERROR AND CAUSE DISTRIBUTION FOR INELIGIBLES AND OVERISSUANCES

Period: April -- September 1986

Total Errors

Agency Case Errors	-	59.0 percent
Client Case Errors	-	41.0 percent

Cause of Agency Errors

Policy Incorrectly Applied	-	-	-	39.8%
Failure to Act on Reported Information	-	-	-	49.0
Arithmetic Computation	-	-	-	6.1
Other Agency Errors	-	-	-	<u>5.1</u>
				100.0%

Cause of Client Errors

Information Not Reported	-	-	-	73.1%
Reported Information Is Not Correct	-	-	-	26.9
Other Client Errors	-	-	-	<u>0.0</u>
				100.0%

Period: October 1986 -- March 1987

Total Errors

Agency Case Errors	-	52.0 percent
Client Case Errors	-	48.0 percent

Cause of Agency Errors

Policy Incorrectly Applied	-	-	-	32.6%
Failure to Act on Reported Information	-	-	-	63.0
Arithmetic Computation	-	-	-	1.1
Other Agency Errors	-	-	-	<u>3.3</u>
				100.0%

Cause of Client Errors

Information Not Reported	-	-	-	70.6%
Reported Information Is Not Correct	-	-	-	28.2
Other Client Errors	-	-	-	<u>1.2</u>
				100.0%

CHART 8

FOOD STAMP AGENCY/CLIENT CASE AND PAYMENT ERROR RATE TRENDS FOR INELIGIBLES AND OVERISSUANCES

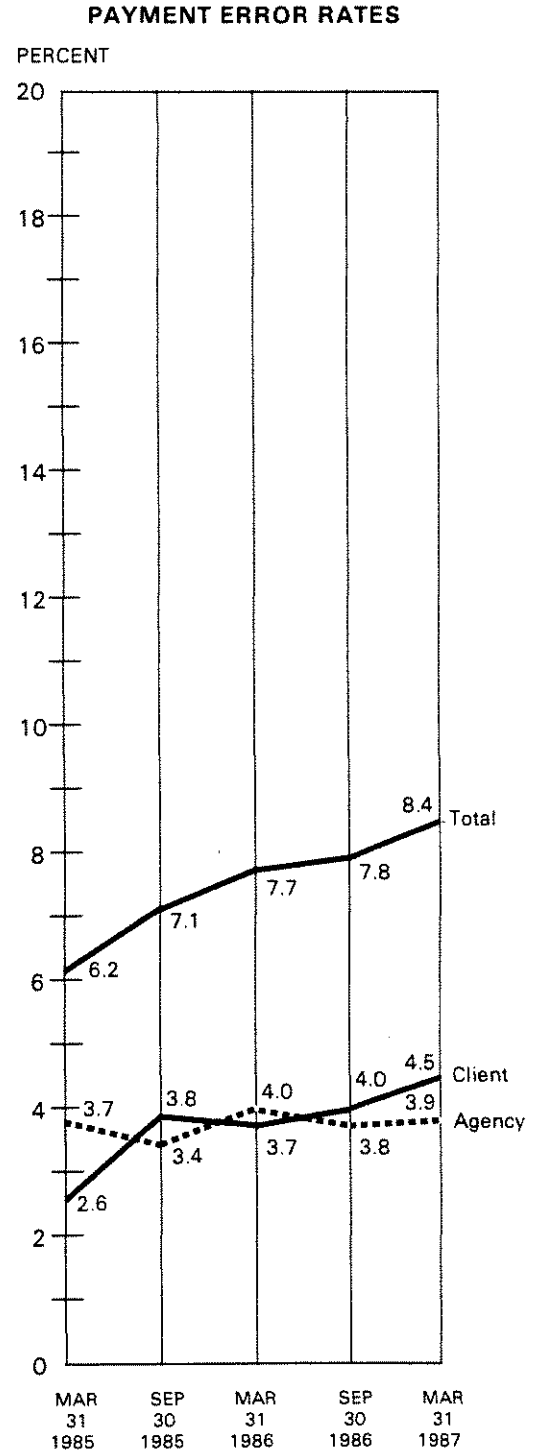
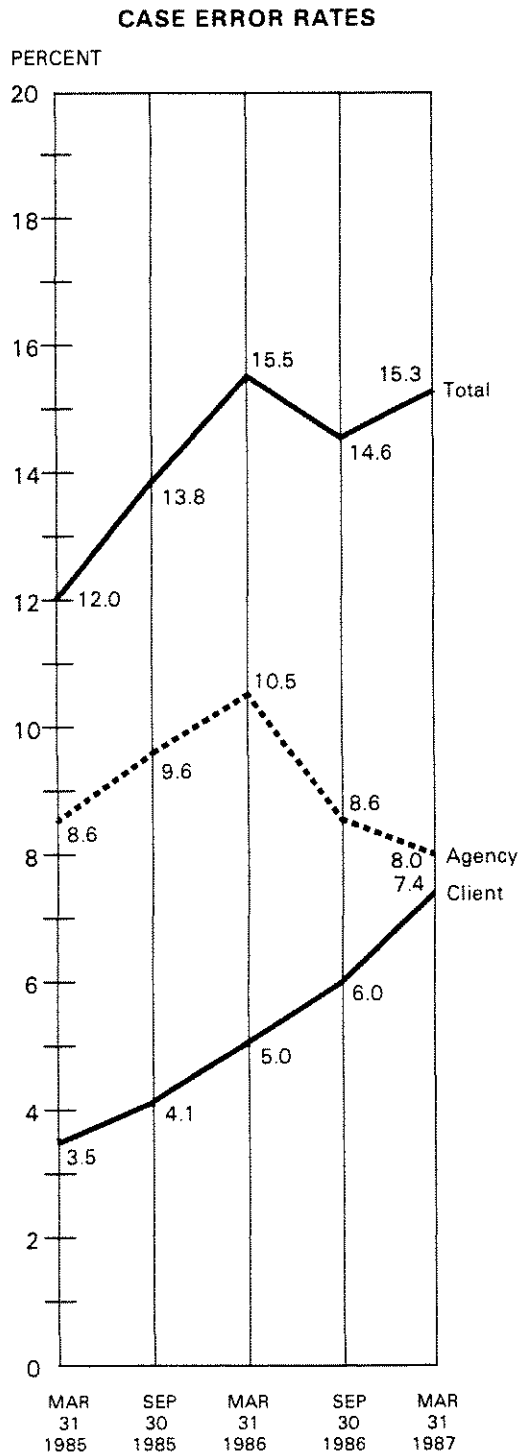


CHART 9

FOOD STAMP
ERROR CONCENTRATIONS FOR UNDERISSUANCES
OCTOBER 1986 - MARCH 1987

<u>Error Element</u>	<u>Percent of Total Misspent Dollars</u>	<u>Payment Error Rate</u>	<u>Projected Annual Cost</u>
1. Living Arrangement and Household Composition (150)	27.84%	.73%	\$3,935,257
2. Shelter Deduction (363)	26.18	.69	3,700,560
3. Standard Utility Allowance (364)	20.96	.55	2,963,723
4. Wages and Salaries (311)	10.62	.28	1,500,965
5. Other Unearned Income (346)	4.36	.11	616,760
6. PA or GA Benefits (344)	3.86	.10	545,805
7. Child or Dependent Care (323)	2.32	.06	327,483
8. Arithmetic Computation (520)	2.01	.05	283,819
9. Unemployment Compensation (334)	.81	.02	114,619
10. Earned Income Deductions (321)	.58	.02	81,871
11. RSDI Benefits (331)	.23	.01	32,748
12. Self-Employment (312)	.23	.01	32,748
	<u>100.00%</u>	<u>2.63%</u>	<u>\$14,136,358</u>

B. ANALYSIS OF STATE EXPANDED QC SAMPLE

Error data from the State expanded QC sample findings for the six-month period October 1986 - March 1987 indicate an increase in the overall County payment error rate.

See Chart 10 for County Payment Error Rates. The source for the error data for the expanded sample Counties is the State expanded QC sample findings. It should be noted that the reliability of the data for each County varies, but is no worse than ± 10 percent, assuming a case error rate of 30 percent, for any of the eleven expanded sample Counties. Occasional large swings in error rate data may be indicative of this level of reliability. See Section III, Corrective Action No. S-21-QC for our proposal to increase the reliability of County specific error rate data. The source for the error data for Los Angeles and San Diego Counties is the Federal QC sample findings.

Three Counties report a payment error rate below 5.0 percent. Eight Counties report an increase and five report a decrease. Of the eight Counties reporting an increase, three show the increase as more than 3.5 percentage points; while the remaining five had increases ranging from .4 to 2.8 percentage points. The decreases for those five Counties reporting a decrease ranged from .8 to 2.1 percentage points.

An analysis of the County specific data reveals that the five most common error elements based on frequency of errors (ineligibles, overissuances and underissuances combined) are: (1) Shelter Deduction, (2) Wages and Salaries, (3) Standard Utility Allowance, (4) Living Arrangement and Household Composition and (5) Other Unearned Income. The inclusion of Standard Utility Allowance and Other Unearned Income in the County specific five highest is explained by the inclusion of underissuance errors in the data. In general, the State expanded QC sample findings are reflective of the Federal QC sample findings.

CHART 10

FOOD STAMP COUNTY PAYMENT ERROR RATES ELEVEN EXPANDED SAMPLE, LOS ANGELES AND SAN DIEGO COUNTIES FOR INELIGIBLES AND OVERISSUANCES

<u>County</u>	<u>Error Data</u>			
	<u>April 1985 -</u> <u>September 1985</u>	<u>October 1985 -</u> <u>March 1985</u>	<u>April 1986 -</u> <u>September 1986</u>	<u>October 1986 -</u> <u>March 1987</u>
Alameda	9.9%	5.1%	6.0%	8.8%
Contra Costa	5.4	8.9	3.1*	5.4
Fresno	15.6	7.4	6.8	7.9
Los Angeles	5.3	8.2	8.4	8.0
Orange	7.0	13.0	7.7	6.5
Riverside	3.4	7.2	4.2*	4.6
Sacramento	3.6	3.5	4.1*	2.0
San Bernardino	15.6	9.9	6.0*	20.1
San Diego	2.6	4.6	2.9	11.5
San Francisco	10.5	13.0	10.8*	13.5
San Joaquin	2.5	3.2	4.8*	2.7
Santa Barbara	3.2	11.1	7.2*	6.4
Santa Clara	3.7	2.0	6.8*	10.5

* Corrected data based on final QC findings not available at the time that the previous report was published.

PART II.

PLANNED CORRECTIVE ACTIONS

This part of the Plan presents a description, an implementation plan, expected benefits, anticipated costs and the proposed method of evaluation for each new corrective action project. The planned corrective actions are developed after analyzing information from a variety of data sources. Analysis is done of Federal, State and County quality control data as well as County corrective action plans. The purpose of these analyses is to determine if there are error causes for which State level corrective action would be an appropriate response, and, if so, what those corrective action responses would be. New planned corrective actions are:

<u>Number</u>	<u>Title</u>	Error Element <u>-----Target-----</u>	<u>Completion</u>
S-27-QC	Negative Case Policy Reinforcement	Negative Case Errors	August 1988
S-28-QC	Revision of California Food Stamp Manual Section 63-301.3	Negative Case Errors	December 1988

Number

S-27-QC

Title

Negative Case Policy Reinforcement

Description

An analysis of the errors which resulted in a substantial increase in the negative case error rate has revealed a need to reinforce proper application of the pertinent regulations. Three specific areas of error were identified by the analysis. They are: denial after the applicant missed a first interview without attempting to schedule a second interview; terminating Food Stamps at the same time as AFDC without a valid reason for terminating Food Stamps; and denial or termination on the basis that the applicant or recipient did not qualify as a separate household. In one County, the overall negative case error rate problem was aggravated through incorrect denial or termination for failure to comply with County general relief requirements.

Based on the analysis of the negative error rate data it is apparent that there is a need to reduce errors resulting from the missapplication of policy. We plan to accomplish this through reinforcement and, where necessary, clarification of the applicable policies.

Implementation Plan

<u>Item</u>	<u>Responsibility</u>	<u>Milestones</u>
Identify negative case error trends	Corrective Action Bureau (CAB)	October 1987
Develop corrective action	Policy Implementation Bureau (PIB)	In progress
Implement Corrective Action	PIB	December 1987
Evaluate Corrective Action	CAB	August 1988

Expected Benefits

Reduction of Food Stamp negative case errors due to policy missapplication.

Anticipated Costs

There are no costs to develop and implement this corrective action beyond normal CAB and PIB staffing and salaries.

Evaluation

Statewide negative error rate data will be monitored on an ongoing basis.

Number

S-28-QC

Title

Revision of California Food Stamp Manual Section 63-301.3

Description

Analysis of State reported findings and Federal re-review findings identified several negative case errors resulting from the denial of applicants prior to allowing the 30 day application processing period to expire when the applicant had not provided all necessary information. Based on a preliminary analysis of error cause, a regulation change to clarify that applicants shall not be denied prior to the thirtieth day in this situation appears warranted. During the regulation development process, the ultimate necessity, extent and time frame for the change will be determined.

Implementation Plan

<u>Item</u>	<u>Responsibility</u>	<u>Milestones</u>
Analyze negative case errors	CAB	October 1987
Develop regulation change	Food Stamp Policy Bureau	Our current plan is to include this regulation change in the next available emergency package. As with all proposed regulations, Counties will be consulted during the regulation development process.
Evaluate results	CAB	December 1988

Anticipated Benefits

Reduction of Food Stamp negative case errors.

Anticipated Costs

There are no costs to develop and implement this corrective action beyond normal CAB and Food Stamp Policy Bureau staffing and salaries.

Evaluation

Statewide negative error rate data will be monitored on an ongoing basis.

PART III.

STATUS OF PRIOR CORRECTIVE ACTIONS

This part of the Plan presents information on the progress of and changes to previously reported corrective actions. They are:

<u>Number</u>	<u>Title</u>	Error Element <u>Target</u>	<u>Status</u>
S-16-QC	Intensive Focus on Selected Counties	All	Ongoing
S-17-QC	Reorganization of Corrective Action Functions	All	On schedule
S-18-QC	Handbook Addendum on "Evaluation as Part of the Planning Process"	All	Completed
S-19-QC	Corrective Action Committee Guidebook	All	Completed
S-21-QC	Improve Timeliness and Scope of Food Stamp Quality Control Data (long range)	All	On schedule
S-23-QC	Recognition of County Error Rate and Corrective Action Performance	All	On schedule
S-24-QC	Guide for Regional Corrective Action Workshops	All	On schedule
S-25-QC	Quality Control/Corrective Action Awareness Training	All	Rescheduled
S-26-QC	Agency Failure to Take Action	All	Rescheduled

Number S-16-QC

Title Intensive Focus on Selected Counties

Error Element All

Status This corrective action is a fundamental and ongoing activity as detailed in the Corrective Action Plan dated May 1987.

Remarks Counties currently identified for intensive focus are:
Alameda, Fresno, Los Angeles, Orange, San Bernardino, San Francisco, Santa Barbara and Santa Clara.

* * * * *

Number S-17-QC

Title Reorganization of Corrective Action Functions

Error Element All

Status Develop Draft Handbook for unified corrective action process - Completed May 1987

Request input/work with Counties on unified corrective action process. - Completed August 1987

Remarks This corrective action is currently on schedule per the Corrective Action Plan dated May 1987.

* * * * *

Number S-18-QC

Title Handbook Addendum on "Evaluation as Part of the Planning Process"

Error Element All

Status Assess need for training County staff - Completed April 1987

Remarks An evaluation workshop based on the addendum was conducted at the Food Stamp Conference held in September 1987. It has been determined that separate training on this addendum is not required; therefore, corrective action S-18-QC is now completed.

* * * * *

Number S-19-QC

Title Corrective Action Committee Guidebook

Error Element All

Status Final Guidebook distributed to Counties - Completed December 1986

Remarks Work with Counties to implement guidebook and strengthen corrective Action Committees continues on an ongoing basis. Corrective Action S-19-QC is now completed.

* * * * *

Number S-21-QC

Title Improve Timeliness and Scope of Food Stamp Quality Control Data

Error Element All

Status Obtain resources to fund Counties for Food Stamp QC - Completed June 1987

Develop and implement responsibilities of the Quality Control Branch (QCB) with regard to monitoring County implementation and maintaining the QC system - Completed September 1987

Implement County QC for Food Stamps - Completed October 1987

Develop, obtain and implement regulations to mandate County performed QC reviews - In progress

Remarks This activity is currently being implemented. It is anticipated that some gaps will exist in County specific QC data for the review period April - September 1987 due to discontinuance of the expanded sample procedures and implementation of the new QC procedure. Following that period Counties will not only have more timely but also more definitive information with which to identify problems and develop corrective actions.

* * * * *

Number S-23-QC

Title Recognition of County Error Rate and Corrective Action Performance

Error_Element All

Status Publish information to all Counties explaining the system - Completed June 1987

Implement system of letters, special awards and publicity - Completed June 1987

Remarks In order to incorporate modifications proposed by the Statewide Corrective Action Committee in the system, the implementation of this activity was delayed two months. This corrective action is currently on schedule per the Corrective Action Plan dated May 1987.

* * * * *

Number S-24-QC

Title Guide for Regional Corrective Action Workshops

Error_Element All

Status Development of Guide - Completed May 1987

Draft guide available for County use - Completed May 1987

Guide revised as needed and finalized - Completed July 1987

Guide distributed to Counties - Completed August 1987

Remarks This corrective action is currently on schedule per the Corrective Action Plan dated May 1987.

* * * * *

Number S-25-QC

Title Quality Control/Corrective Action Awareness Training

Error Element All

Status Development of training - Completed October 1987

Pilot sessions presented to Counties - November 1987

Training redesigned as needed - December 1987

Final design available to Counties; implemented at Counties' request - January 1988

Training sessions evaluated - September 1988

Remarks Problems in scheduling with Counties have resulted in minor revisions in the implementation plan as reflected above.

* * * * *

Number S-26-QC

Title Agency Failure to Take Action

Error Element All

Status Gather background material on the CA-7 process - Completed June 1987

Organize pilot test of task force approach - Completed October 1987

Convene County task force - November 1987

Research/analyze problem - December 1987

Identify possible corrective actions - February 1988

Develop corrective action work products - April 1988

Provide work products to Counties - June 1988

Evaluate corrective action - June 1989

Remarks Modifications to the project concept have resulted in implementation plan changes as reflected above.

* * * * *

PART IV.

OTHER CORRECTIVE ACTION ACTIVITIES

This part of the Plan presents information on corrective action activities at both State and County levels. They are included to give examples of some of the activities underway throughout the State and because they may be of interest to other States and Counties. These activities are not being tracked and will likely appear here only once.

STATEWIDE FOOD STAMP PROGRAM CONFERENCE

The Second Annual Statewide Food Stamp Program Conference was held in San Francisco August 26 - 28 under the sponsorship of Federal, State and County government organizations. Entitled Partners in Progress: Meeting the Challenge, the conference included two workshops, Evaluating Corrective Actions and CA-7 Failure to Act, where attendees were actively involved in the process through development of brief products to address the issues. Additional highlights were panels, seminars and presentations by welfare professionals and private sector management consultants.

* * * * *

CORRECTIVE ACTION FORUM - LOS ANGELES COUNTY

Los Angeles County, which has over thirty district offices, is planning in conjunction with the State Department of Social Services (SDSS), a forum for its ninety Deputy District Directors to meet and share corrective action innovations from their own District Offices. The Deputies will also have the opportunity to strategize for possible implementation of the ideas in their own Districts. In addition, Deputies will be briefed on the latest Food Stamp quality control findings, be provided with tips from a QC perspective on areas needing emphasis, and be given an update on the County-wide corrective action initiatives underway. SDSS supports Los Angeles County's growing emphasis on District operations as the key to program integrity and looks forward to the continuing involvement of Districts in the corrective action process.

* * * * *

CORRECTIVE ACTION BUREAU NEWSLETTER

Publication of the first issue of the new Corrective Action Bureau Newsletter is tentatively scheduled for early in 1988. To be issued quarterly, the newsletter will be distributed to line staff throughout the State to disseminate information, to promote staff involvement in error reduction/prevention and to recognize outstanding performance.

* * * * *

"GREMLIN BUSTERS" PROGRAM - ALAMEDA COUNTY

This is an outstanding program designed to stimulate staff awareness of error rate reduction through dissemination of information as to error causes, error rates, error trends and types of errors. An integral part of the program is recognition of those who do quality work. The aim of the program through publication of error information and outstanding performance is to promote error prevention and reduction at the every day level where the errors occur. The success of the program lies primarily in the timely and frequent distribution of information and the innovative system of novel and colorful flyers.

* * * * *

COUNTY CORRECTIVE ACTION WORKSHOPS

Additional progress has been made in the Regional Corrective Action Workshops planned and conducted by County staff. The workshops follow a three day format in which participants identify error problems, select issues for further development and form small task groups to develop products to address the problem areas.

Benefits from these workshops extend far beyond the written products; networking and increased resource sharing among counties have been positive and long-lasting results.

In 1987, three of these workshops were devoted exclusively to the Food Stamp Program: The Southern Counties (hosted by Ventura), Bay Area Counties (hosted by Contra Costa) and Los Angeles County's District Offices. Products from these workshops have been made available to all Counties, generating interest throughout the State for adapting the variety of approaches to reducing Food Stamp errors.

* * * * *